

**DISCRIMINATION IS AGAINST THE LAW!**

This health care provider complies with applicable Federal and NYS civil rights laws and does not discriminate on the basis of race, color, national origin, religion or creed, sex or sexual orientation, age, disability, marital status, military status or source of payment.

We do not exclude people or treat them differently because of race, color, national origin, religion or creed, sex or sexual orientation, age, disability, marital status, military status or source of payment.

**Communication and Language Barriers**

We provide free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

We also provide free language services to people whose preferred language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact the Language Access Program at 518-525-6771. (TTY-711)

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, religion or creed, sex or sexual orientation, age, disability, marital status, military status or source of payment, you can file a grievance with the appropriate patient grievance coordinator on the list below.

<p><b>ACUTE CARE</b></p> <p>Albany Memorial Hospital Patient Representative                      518-471-4961</p> <p>Samaritan Hospital Patient Representative                      518-271-3284</p> <p>St. Mary's Hospital Patient Representative                      518-268-5317</p> <p>St. Peter's Hospital Patient Representative                      518-525-1192</p> <p><b>HOME CARE/HOSPICE/PACE</b></p> <p>Eddy Licensed Home Care Agency Director    518-270-1499</p> <p>Eddy Senior Care Privacy Official                                      518-382-3290</p> <p>Eddy Visiting Nurse Association Director    518-274-6200 x1310</p> <p>Empire Home Infusion Services Director    518-899-8103</p> <p>The Community Hospice Privacy Official                                      518-285-8150</p> <p>Northeast Home Medical Equipment Director    518-271-9600</p>	<p><b>MEDICAL GROUP</b></p> <p>St. Peter's Health Partners Medical Associates, P.C. Privacy Official                                      518-525-6910</p> <p><b>NURSING HOMES/REHABILITATION</b></p> <p>Eddy Memorial Geriatric Center Administrator                                      518-272-5915</p> <p>Eddy Village Green at Beverwyck Administrator                                      518-451-2121</p> <p>Eddy Village Green at Cohoes Administrator                                      518-238-4003</p> <p>Eddy Heritage House Nursing and Rehabilitation Ctr Administrator                                      518-274-4125</p> <p>Our Lady of Mercy Life Center Administrator                                      518-464-8115</p> <p>Schuyler Ridge Residential Health Care Administrator                                      518-371-1400</p> <p>St. Peter's Nursing and Rehabilitation Center Administrator                                      518-525-7670</p> <p>Sunnyview Rehabilitation Hospital Case Management                                      518-382-4516</p>
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You can also file a grievance in person or by mail, fax or email. If you need help filing a grievance, our patient discrimination rights coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-868-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.